

ABSTRACT OF THE DISCLOSURE

In an online service providing system, a user PC can receive services without paying attention to business hours and line identifier numbers of service points. Automatic distributor device exists between PC issuing a service request and a plurality of service points offering services and passes the service request of PC to pertinent service point. Access authorization level DB stores information regarding each user. Service point DB stores business time zones of respective service points. Automatic distributor device refers to access authorization level DB to determine an authorization level of the user. Moreover, automatic distributor device references service point DB to select service point currently in the business time zone and relays communication to PC.